

# ISO 9001:2000 Documentation and Training Package

All-in-One

*Everything you need to build your own effective ISO 9001:2000 quality management system.*

The key to an effective Quality Management System is designing the Quality Management Processes for efficiency and ease of use. The processes must be carefully thought out, well-organized, and carefully designed to work together to lead your organization to continuous improvement.

Trust the years of experience of our ISO 9001 professionals; we have done the hard part for you. Our system is the result of continual improvement of processes and procedures that have been tried, proven and improved over the last decade. They have lead thousands of companies across the globe to successful ISO 9001 Registration, and more importantly to internal improvements including productivity and profits.

The Quality Manual and Procedures are fully integrated, related forms are included, and the Master Document List is completed and ready for your work instructions. Our documents, edited by professional technical writers, have been written in Microsoft Word so you can easily edit and customize them to make them your own. When you have questions, our experts are only an e-mail away.

**Build your own ISO 9001:2000 system**

### This Product is for:

- Organizations that want to quickly and effectively implement ISO 9001
- Organizations implementing ISO 9001 for the first time, or organizations that want to improve their current Quality Management System
- Organizations implementing a Quality Management System without a consultant
- Consultants assisting companies with registration
- Project managers leading their companies Quality Management System implementation
- Experienced ISO 9001 professionals who would like to save on time and effort during their ISO 9001 project.

### The Purpose of this Product is to:

- Provide all of the documentation and training tools that an organization needs to successfully implement an efficient and effective ISO 9001:2000 Quality Management System
- Provide organizations with a proven Quality Management System Design for registration and continual improvement
- Reduce the amount of time and resources required
- Make it possible for organizations to implement ISO 9001 without the use of an outside consultant

### Contents

**Overview . . . . . 1**  
 What is it . . . . . 1

**Benefits . . . . . 2**  
 Saving Time and Money . . . . . 2  
 Build an Effective System . . . . . 2

**Contents . . . . . 3**  
 Training. . . . . 3  
 Documentation . . . . . 3  
 Internal Audits . . . . . 3

**FAQ's . . . . . 4**  
 Will it work for us? . . . . . 4  
 How does it work? . . . . . 4  
 Is it easy to use? . . . . . 5

The All-in-One includes:		
Documentation	Training	Checklists
Quality Manual	Project Manager	Gap Analysis
Procedures	Employees	Internal Audit
Forms	Internal Auditors	-
Project Manager's Guide	Presentation Materials	-

## Benefits

### Save Time

Professionally written documents let you concentrate on improving processes instead of writing documents from scratch.

Our experts spent years designing, testing and perfecting these tools so you don't have to design the documents. They are designed to meet the requirements of the standard and are all integrated to work together.

### Save Money

Save thousands of dollars by setting up your system without using an outside consultant. Train as many employees as you need to train with easy-to-use computerized training, and training materials.

### Provide Leadership and Communicate Effectively

- In-depth computer-based training, "Understanding ISO 9001:2000" will prepare you for the implementation project.
- ISO 9001:2000 presentation materials provide detailed speaker notes so you can communicate the requirements to others.
- Computer-based training for employees will also train the others if you prefer not to make presentations.
- Set of Employee Flyers are prepared so you can send information to employees and managers at each stage of the project to communicate what is happening with implementation.
- Internal Auditor Training Materials include a comprehensive Trainer's Guide with instructions for leading the class, answer keys and more.

### Have Confidence

- We give you the information and the tools you need.
- Our step-by-step guide details the project start to finish
- Our products have been chosen and used by thousands, in diverse industries worldwide.
- The 9000 Store experts are here to answer questions all the way through your project

*"The company saves a lot of money in using your product by not going through with the expensive consultant."*

*"We were able to save thousands of dollars in consulting costs."*

*"Our Company has successfully completed our pre-assessment audit!! We are one step closer to getting our certification. Your documentation package we purchased was a great help in establishing the processes required by the ISO 9001:2000 standard and your online assistance was invaluable. Thank you."*

*"We purchased a suite of your materials when we began our ISO 9001:2000 registration program. In June 2003, we completed our registration audit (with no major or even minor nonconformities)."*

*"We bought your full documentation manual in 2002 and got registered on our first surveillance in the fall of 2002."*

*"I just wanted to thank you, our ISO audit was successful. I couldn't have done it without your documents. So thanks."*

*"I am extremely thankful for the great full document package and Introduction to ISO 9001:2000 Training Materials that we purchased from your website. It makes my life much easier as Quality Management Representative. Happy to say that we passed our first audit yesterday, 29 April 2003, and without your help we will not succeed on our goal of attaining registration to ISO 9001:2000. I personally recommend your website to all QMR for their QMS. Lastly the company saves a lot of money in using your product by not going through with the expensive consultant."*

## Contents - Your Project Step-by-Step

### Planning

- **Gap Analysis Checklist**  
A detailed, 37 page checklist (MS Word) with guidance on what to look for to evaluate your current processes and their compliance to the ISO 9001:2000 Requirements.
- **Project Manager's Guide**

### Training your leader

- "Understanding the Standard" computer based project manager training
- Technical support from ISO Experts throughout your project via e-mail or phone

### Effectively communicate your knowledge and skills to employees and management

- **Introduction to ISO 9001:2000 Presentation Materials**  
Use these presentation materials to educate management, employees, customer or other groups on ISO 9001:2000. This package includes 58 PowerPoint slides with speaker notes and a Trainer's™ Guide
- **"Introduction to ISO 9001:2000" Computer-based training**  
Use this training to educate employees on ISO 9001:2000. This computer training, available by download or on CD Rom, runs approximately 1/2 hour. The training includes slides, audio and quizzes.
- **Set of 11 Employee Flyers**  
Keep your employees informed and involved in the ISO 9001 project. Employee awareness is a critical aspect of a successful project. The Quality Management System belongs to everyone in the organization, and needs to be followed and maintained by each employee. These Flyers improve awareness and knowledge of ISO 9001 in your organization. Send them out on a regular basis during the implementation.

### Documentation

- **Quality Manual**  
A full documented ISO 9001:2000 Manual for organizations to use as an example and template for their own Quality Manual. Written in MS Word for easy customization.
- **Procedures, Forms & Templates**  
Ready to customize, fully written procedures to be used as an example, a foundation and a template for your quality system.

### Internal Audit Program

- **Internal Audit Checklist, Procedure, Audit Plan and Forms**
- **Internal Auditor Training Materials**  
for you to conduct a day and a half long training for you to train your internal auditors. This package includes PowerPoint presentations, Student Manual, Trainers Guide, Exercises and a set of documentation for trainees to audit.

## FAQ's

### What is the Documented Quality System?

### Procedures

- Control of Quality Records
- Management Responsibility
- Design and Development
- Document Control
- Customer Related Processes
- Customer Property
- Control of Nonconforming Product
- Purchasing
- Preservation of Product
- Identification and Traceability
- Planning of Product Realization Processes
- Control of Production and Service Provision
- Control of Monitoring and Measuring Devices
- Monitoring, Measuring and Analysis of Product and Realization Processes
- Monitoring, Measuring and Analysis of Customer Satisfaction
- Infrastructure
- Competence, Awareness and Training
- Internal Audits
- Corrective & Preventive Action

### Forms

- Document Revision Checklist
- Document Change Request Form
- Key Process Master List
- QMS Measuring, Monitoring and Analysis Table
- Quality Records Table
- Software Inventory
- Approved Subcontractor List
- Supplier Quality Report
- Measurement Equipment Listing
- Quality Planning Table
- Design Plan
- Training Action Plan
- Product Realization Monitoring, Measuring and Analysis
- Corrective/Preventive Action Request
- Internal Audit Report
- Applicable Procedure by Work Area
- Internal Audit Plan

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This is a fully developed set of Quality System Procedures, Quality Manual and forms for you to use to design and document an ISO 9001:2000 Quality Management system.

## How can it help me?

It will help you by:

- Providing well designed and integrated quality system processes that address the requirements of ISO 9001:2000.
- Providing documented procedures. Simply edit the procedures to make this Quality System your own.
- Showing you where and how to edit the procedures.
- Providing examples of how requirements of the standard can be met. Each process has been completely developed and documented to address the requirements.

## What does it include?

The All in One Documentation and Training Package includes a Quality Manual, Procedures, Forms, Gap Analysis Checklist, Internal Audit Checklist, Employee Training, Project Manager Training, Internal Auditor Training Materials, Presentation Materials and Employee Flyer. It also includes e-mail/phone support in case you have any questions during your project.

## How does it work?

You will receive the documents in electronic format. You can choose to download them immediately from the Internet, or choose to order a CD with the electronic documents. The documents are in Microsoft Word, ready for editing. The project manager or ISO Steering Team assigns responsibility to individuals or teams for reviewing the procedures and making edits to customize them. Any of the text may be edited; some text is blue, highlighting areas of procedures that are very specific and will most likely need customization.

## Is it easy to use?

Yes. These documents are very easy to use. They are in the widely used Microsoft Word program so anyone familiar with word can work with them.

## What if we have a question?

No problem! We provide e-mail or phone technical assistance. You can e-mail our experts at any time with questions that you have on the product, how to use it, how it applies to your organization, guidance on customization, technical questions on the standard or other questions you have. We are here to support you and your project.

## How do we customize?

We provide suggestions and examples for customization. An effective way of customizing the procedures is to assign responsibility to a small team of employees that have responsibility for area or process that the procedure describes. Provide the team with a copy of the Documented Procedure.

The team compares the Documented Procedure to the existing process and any existing documentation. Some changes will be made to the existing process, using the Documented

## Will it work for our type of organization?

Our ISO 9001:2000 Quality Management System is flexible and adaptable. Each organization's Quality Management system will be as individual as the organization itself. Your Quality Management System will be made up of Procedures and Work Instructions that describe your specific work processes, and those that describe how you have designed your quality system.

This system provides you with a proven quality system design, documented as a Quality Manual and Quality System Procedures and Forms. All are fully integrated to work together.

Our system is being used in industries including: rubber, tobacco, banking, consulting, services, plastics, electronics, steel, geophysical instrumentation, thin film coatings, accounting systems, microbiology labs, network providers, medical diagnostics, universities, food production, construction and many others.

Procedure as a guide, so the processes meet the requirements of the standard. Some changes will be made to the Documented Procedure so it works for your organization.

Some of the Documented Procedures will be new to your organization. For example, many organizations do not have a procedure for Planning of Product Realization Processes. In this case you will have responsible people review the Documented Procedure to make any changes for your organization.

For detailed help on your implementation project we include a Project Manager's Guide.

### Will employees be able to follow these procedures?

Yes, they are designed to be easily read, understood and followed. The style and format are both reader friendly. The processes themselves are as simple and straightforward as they can be while addressing the requirements of ISO 9001.

The procedures will provide you with a Quality Management System that will lead your organization to continual improvement in an efficient, effective manner and meet ISO 9001:2000 requirements. You will find that the procedures are not complicated; the processes they outline do not require sophisticated tools, training or software.

### Can I download it and begin using it today?

Yes, if you order the downloadable version you will receive an e-mail after you place your order. The e-mail will have the download link.

You may also order on CD if you prefer and we will mail it to you.

### Can I use it for more than one facility?

The system includes a copyright license for one facility or site. You will need to purchase a system for each site. Quantity discounts are available. Please contact us for details.

### Does buying this product guarantee registration?

The package has been tested and audited rigorously to ensure that it meets the requirements of the standard. However, you will need to implement the Quality Management System. That will include:

- Identifying the processes in your organization that affect quality
- Determining how to control, measure & improve them.
- Identifying quality goals for your organization and your processes.

The Documented Quality Management System is a great way to get your project started, saving you time, money and avoiding frustration.

Implementing ISO 9001 will require a team effort from your organization-getting the procedures fully implemented, training employees, setting goals, controlling your work processes and measuring, monitoring and improving those processes.

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Our guarantee: Try our products for 15 days. If they are not what you were hoping for, just let us know and we will provide a full refund.

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